

Grievance Redressal Forum
TPWODL, BARGARH
 First Floor, Raymond Building, Bandutikra Chowk,
 Bargarh, Pin- 768028

Email: grf.bargarh@tpwesternodisha.com, Ph No.06646-230135
Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 02⁽⁴⁾

Date: 08.01.2024

Present: Sri B. K Singh (President),
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/03/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Chudamani Sahu At- Khemesara, Po- Khemesara,768029 Dist- Bargarh.		5151-0213-1349	9861976741
3	Respondent/s	SDO(Electrical), Barpali , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	14.12.23 (Received on 22.12.23 from Opposite party)			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	14.12.23			
9	Date of Order	08.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: Sub-Division Office, TPWODL, Barpali.

Appeared

For the Complainant- Sri Chudamani Sahu
Represented by Sri Prakash Chandra Sahu
For the Respondent - SDO (Elect.), Barpali, TPWODL.

GRF Case No- BGH/03/2023

(1) Sri Chudamani Sahu
At- Khemesara,
Po- Barpali
Dist- Bargarh.
Consumer No.- 5151-0213-1349

COMPLAINANT

VRS

(1) SDO(Elect.) Barpali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Chudamani Sahu, Khemesera, Barpali, represented by Prakash Ch. Sahu, objected about the average energy bills charged from June-2018 to August-2019. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies, Physical Verification Report (PVR) dt.19.12.2023 and a written statement on this case for kind perusal of the Forum. In reply to this case, the Opposite Party submitted that, the existing meter bearing serial No-"LW097642" is in running condition with advanced meter reading recorded as kwh-"6102". Hence, the Opposite party urged before the Forum to issue necessary orders to revise the previous average bills as objected by the complainant, considering the consumption recorded in the existing meter.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-515102131349 having CD-2.5kw, under LT-Domestic category. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed that, initial power supply was released to consumer on 02.06.2018 with "no meter" installed in the premises. Regulation 97 of OERC Distribution (Conditions of Supply) Code,2019, stipulates that initial power supply shall not be given without a correct meter. For such delay in installation of new meter, average billing has been done which could have been avoided if the O.P. has installed the meter without delay. In the absence of initial meter supplied & non updation of metering details in billing, average bills were charged to the complainant from June-2018 to Aug-2019 @288 units per month. The ledger abstract revealed that a new meter bearing serial No-"LW097642" was installed in the premise & updated in billing database during October-2019. Actual bill



was raised during October-2019 with “1227” units, considering initial meter reading of kwh”000001” & current meter reading of kwh-“1228” for the month. However, the meter change attribute recorded in FG billing database (Licensees soft. records) revealed that the same meter was installed on 30.11.2018 but entered in billing ledger later on 31.10.2021.

It was observed that actual bills were charged thereafter till last billing as per advanced meter readings recorded in the same meter bearing serial No-“ LW097642”. The physical verification report dtd.19.12.2023 indicated that the existing meter having meter serial No-“LW097642” is in running condition with advanced meter reading recorded as kwh-“006102”. Hence, the forum is of the considered opinion that the average bills raised to the complainant from June-2018 to October-2019 are to be revised as per actual monthly average consumption recorded in the existing meter bearing serial No-“ LW097642”.

ORDER

Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

- 1. The Opposite Party is directed to revise the energy bills raised to the consumer for the period from June-2018 to October-2019, based on the actual monthly average consumption recorded in the existing meter bearing meter sl. no.” LW097642”, considering initial meter reading recorded as on the date of installation of the afore mentioned meter and final meter reading as kwh”001228” as on October-2019(as per ledger abstract submitted).*
- 2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.*
- 3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon, if any, as applicable as not submitted any information for the same by either of the parties.*
- 4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant and ensure payment thereof.*



5. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill as per regulation- 144 of OERC Distribution(Conditions of Supply)Code,2019. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

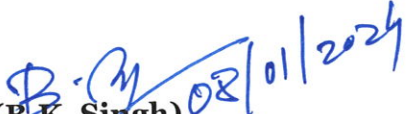
The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(S. Tripathy) 08/01/2024
Member (Finance)
MEMBER

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

Copy to:-


(B.K. Singh) 08/01/2024
(President)

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

1. Sri Chudamani Sahu, At-Khemesara, PO-Barpali, Dist-Bargarh, Mob:9861976741.
2. Sub-Divisional Officer (Elect.), Barpali, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer, BWED, Bargarh, TPWODL.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information

“If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums.”

This Order can be accessed on OERC website, www.orierc.org under the “head “Cases->”